

# RESIDENTS' RIGHTS

As a resident in this facility, you  
have rights guaranteed to  
you by state and federal laws.

This facility is required to  
protect and promote your rights.

Your rights strongly emphasize

**individual dignity** and

**self-determination,**

**promoting your**

**independence**

**and enhancing your**

**quality of life.**

You have the right to exercise  
all of your rights free  
from interference, coercion,  
discrimination or reprisal.

This is a summary of  
**Community Based Residential  
Facility Residents Rights.**

For information on how an  
**Ombudsman** can assist you,  
please call:

1-800-815-0015



State of Wisconsin  
Board on Aging and Long Term Care  
Ombudsman Program  
1402 Pankratz St., Suite 111  
Madison, WI 53704-4001  
1.800.815.0015

website <http://longtermcare.state.wi.us>  
email [boaltc@ltc.state.wi.us](mailto:boaltc@ltc.state.wi.us)



## DIGNITY

### You have the right:

- To be valued as an individual, to maintain and enhance your self-worth
- To be treated with courtesy, respect and dignity, free from humiliation, harassment or threats
- To be free from physical, sexual, mental, verbal and financial abuse
- To be free from chemical and physical restraints and involuntary seclusion

## PRIVACY

### You have the right:

- To personal privacy during care and treatment
- To confidentiality concerning your personal and medical information
- To private and unrestricted visits with any person of your choice, in person and by telephone
- To send and receive mail without interference

## GRIEVANCES

### You have the right:

- To voice grievances about care or services without discrimination or reprisal
- To expect the facility to promptly investigate and try to resolve your concerns
- To contact the Ombudsman to advocate on your behalf, free from discrimination or reprisal, if you feel any of your rights have been violated

## ACCESS

### You have the right:

- To be fully informed, both orally and in writing, of your rights and the facility's rules before admission and during your stay in the facility
- To be fully informed of the services available and related costs
- To not provide a third party guarantee of payment
- To be informed and to receive assistance in accessing all of your government benefits
- To equal access to quality care for all residents
- To be told in advance about care and treatment, including all risks and benefits
- To look at your records and receive copies at a reasonable cost
- To have reasonable access to any personal funds held for you by the facility
- To retain and use personal possessions
- To receive notice in advance of any plans to change your room or roommate
- To organize and participate in a Resident Council and for your family to organize and participate in a Family Council
- To participate in social, religious and community activities, including the right to vote
- To read the results of the most recent State or Federal inspection survey and the facility's plan to correct any violations
- To contact your Ombudsman, or the State survey agency, or any advocate or agency of your choosing

## TRANSFER OR DISCHARGE

### You have the right:

- To remain in the facility unless there is a valid, legal reason for your transfer or discharge
- To receive a 30 day written notice with the reason for the transfer or discharge, including appeal rights and information
- To receive assistance to assure a safe transfer
- To be offered to hold your bed if your transfer is temporary, such as for hospitalization or therapeutic leave

## SELF-DETERMINATION

### You have the right:

- To be offered choices and allowed to make decisions important to you
- To expect the facility to accommodate individual needs and preferences
- To participate in the planning of your care and services
- To self-administer medications
- To accept or refuse care and treatment
- To choose your health care providers, including your doctor and pharmacy
- To manage your own personal finances, or to be kept informed of your finances if you choose to let someone else manage them for you
- To refuse to perform work or services for the facility